# AVG INTERNET SECURITY 8.5
# Installation, Configuration and Use
# for AARP Tax-Aide

The following pages show how to install and configure version 8.5 of the AVG Internet Security suite, including the Antivirus and Firewall components, for use on AARP purchased and donated computers used in the AARP Tax-Aide program.

The AVG Security Suite has many components. The two that we want to focus on are those that provide 1) Antivirus protection from threats introduced by removable media or downloaded files, and 2) Firewall protection against threats arriving over an attached network.

Complete AVG 8.5 installation and configuration instructions are provided in this document for use on computers that are not involved with local networking. For computers that participate in TaxWise client/server networking or networking for printer sharing, this document covers AVG 8.5 program installation and configuration of the Antivirus component; configuration of the Firewall component for networking is covered in Appendix C of the "Networking TaxWise for Tax-Aide" document, also posted on the AARP Tax-Aide ExtraNet Technology web page.

IRS Computer Loan Program computers come loaded with antivirus software other than AVG and depend on the Windows firewall for protection from network-originated threats. Do not install AVG on an IRS Computer Loan Program computer. The two antivirus programs will fight and the computer will probably not work well.

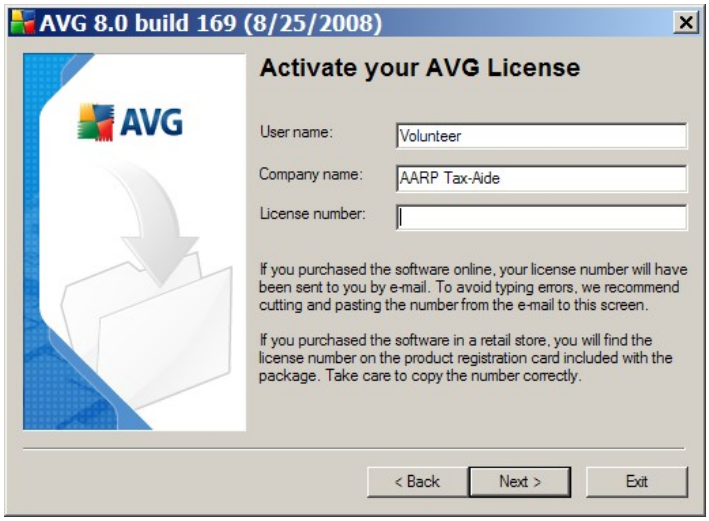
## AVG Internet Security 8.5 Installation

If you have already installed AVG 8.5 and want to reconfigure its Firewall component, skip ahead to the end of the discussion of the First Run Wizard, after step 7 on page 3.

The information you will need to download and activate AVG 8.5 are contained in the file captioned "AVG License Information (10/09)" on the AARP Tax-Aide ExtraNet Technology web page, http://www.aarp.org/sk/taxaide/technology.html. The password for this file is the Windows Administrator login password that is used on AARP-purchased laptops.

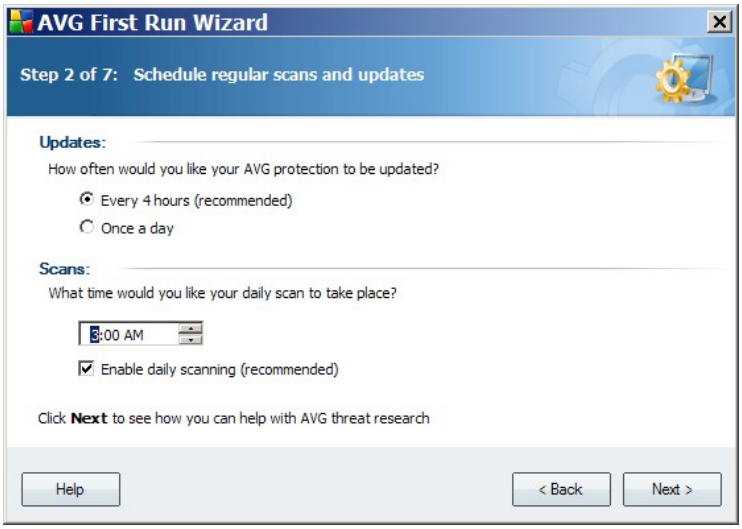
Download the AVG 8.5 installer and select Standard installation. If AVG 7 is installed, the AVG 8.5 installation process will uninstall the older version.

On the Activation screen, copy our AVG 8.5 license key from the "AVG License Information (10/09)" document and paste it into the License number field.


AVG 8.0 build 169 (8/25/2008)
Activate your AVG License
AVG
User name:
Volunteer
Company name:
AARP Tax-Aide
License number:
If you purchased the software online, your license number will have been sent to you by e-mail. To avoid typing errors, we recommend cutting and pasting the number from the e-mail to this screen.
If you purchased the software in a retail store, you will find the license number on the product registration card included with the package. Take care to copy the number correctly.
< Back
Next >
Exit

You can accept or reject (recommended) the offer to install the optional AVG Security Toolbar; your networking security will not be affected by your choice.

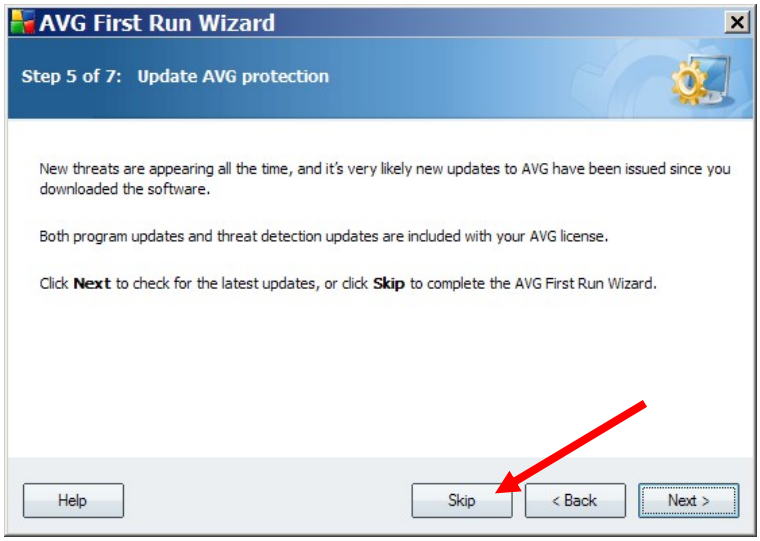
When you finish the installation, the AVG First Run Wizard will start automatically.


AVG First Run Wizard
Step 2 of 7: Schedule regular scans and updates
Updates:
How often would you like your AVG protection to be updated?
Every 4 hours (recommended)
Once a day
Scans:
What time would you like your daily scan to take place?
3:00 AM
Enable daily scanning (recommended)
Click Next to see how you can help with AVG threat research
Help
< Back
Next >

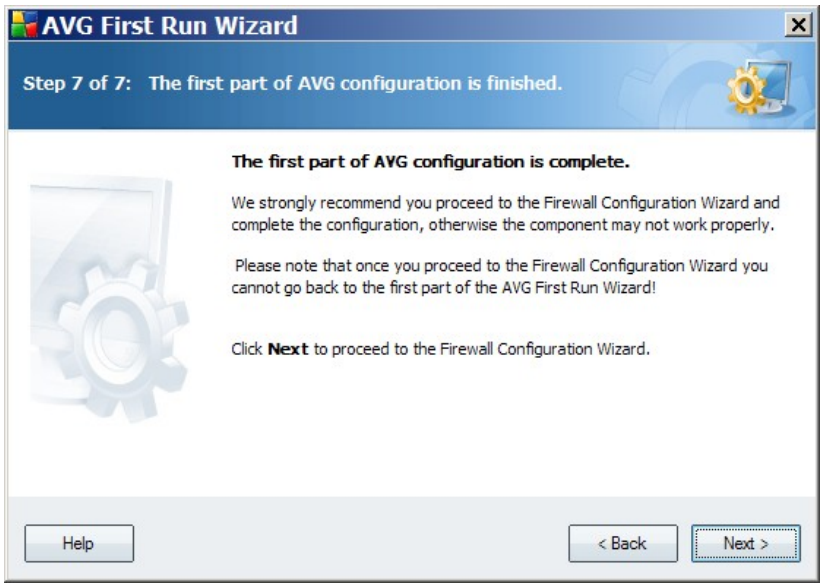
Select downloading of updates every 4 hours or daily if you wish. Nothing bad will happen if the computer is not connected to the Internet for a scheduled download. Daily scanning is probably not necessary if all that the computer is doing is TaxWise. If you enable daily scanning and set it for 3am, and then you leave the computer on overnight, the scan will happen. If it does not get to happen, it will not start automatically when you turn the computer on at a later time, unless you select that option elsewhere. You probably do not want a scan to run when you are actually tying to boot up and use the computer. So, don't set that option. Note that all of these options can be changed after the program is installed by opening the User Interface and clicking on Tools, Advanced Options.

### Disconnect all Ethernet cables and turn off the wireless LAN radio, if any.

Choose your own answers in steps 3 and 4 of the First Run wizard. In step 5, **Skip** updates for now, since the network adapters are not connected.


AVG First Run Wizard
Step 5 of 7: Update AVG protection
New threats are appearing all the time, and it's very likely new updates to AVG have been issued since you downloaded the software.
Both program updates and threat detection updates are included with your AVG license.
Click Next to check for the latest updates, or click Skip to complete the AVG First Run Wizard.
Help
Skip
< Back
Next >

First Run Wizard Step 7 transitions to the Firewall Configuration Wizard. Click **Next.**


AVG First Run Wizard
Step 7 of 7: The first part of AVG configuration is finished.
The first part of AVG configuration is complete.
We strongly recommend you proceed to the Firewall Configuration Wizard and complete the configuration, otherwise the component may not work properly.
Please note that once you proceed to the Firewall Configuration Wizard you cannot go back to the first part of the AVG First Run Wizard!
Click Next to proceed to the Firewall Configuration Wizard.
Help
< Back
Next >

## Run the Firewall Configuration Wizard:

The following Firewall configuration procedure is **only for computers that will not participate in local networking.**

If this computer will participate in local networking for printer sharing or for TaxWise client/server networking, do not follow this Firewall configuration procedure. Instead, use the Firewall configuration procedure in Appendix C of the "Networking TaxWise for Tax-Aide" document on the AARP Tax-Aide ExtraNet Technology web page. After following that procedure, return to these instructions at "Continue here if you are returning from configuring the Firewall for network use," on page 10.

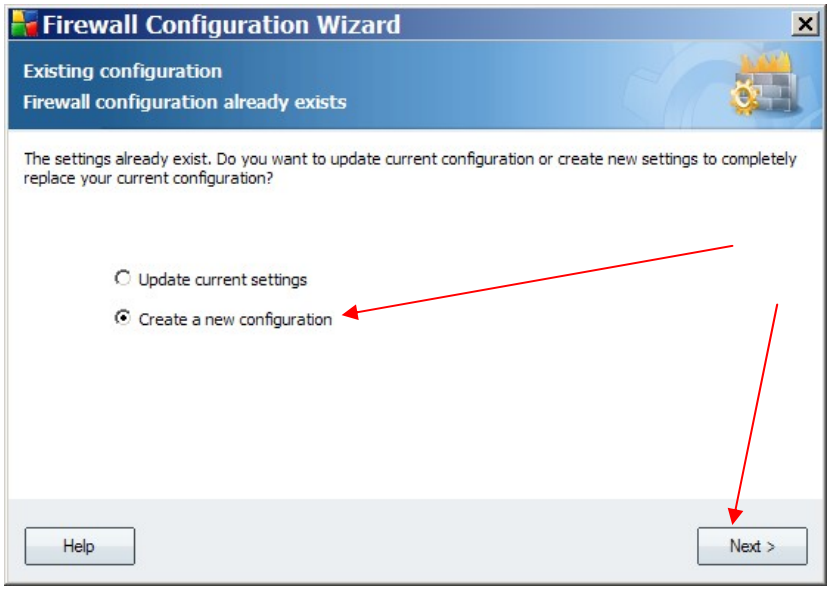
If you have already installed AVG but want to reconfigure the Firewall, launch AVG; then on the Overview page, double click on the **Firewall** component; then click **Configuration wizard.**

AVG 8.5 has four built-in Firewall profiles. Additional profiles can be added, but this is not needed, and is beyond the scope of this document. The four provided are:

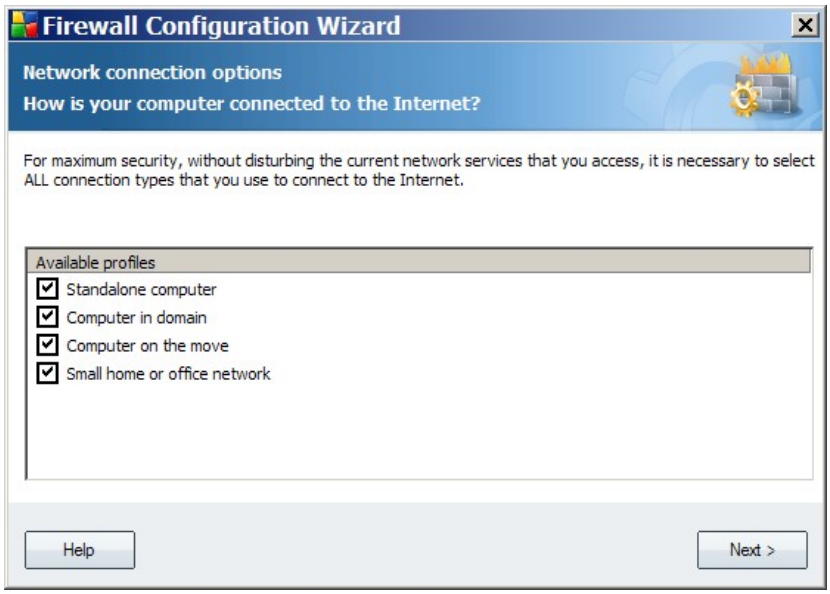
1. **Standalone Computer**. This would be a computer that is connected to the Internet via dial-up or direct connection to a Cable or DSL modem without a router being in place. File and Printer sharing is NOT permitted with this profile.
2. **Computer on the Move**. A computer that is "mobile" and can connect to any available network. This is typical for laptops that are moving around and connecting to wireless "hot spots" or other unsecured networks. File and Printer sharing is not permitted with this profile AND NEVER SHOULD BE!!
3. **Computer In Domain**. This is generally a computer on a controlled and managed network, as in a school or larger business. Such a network is completely protected from the outside world. File and Printer sharing is permitted with this profile.

4. **Small Home or Office Network**. (New in AVG 8.5) This is generally a computer on a network that is not actively managed. In this Firewall profile, networks can potentially be defined as "safe," and individual network adapters can be defined as "safe" or "unsafe." File and Printer sharing is permitted on "safe" networks or adapters, but is blocked on "unsafe" ones.

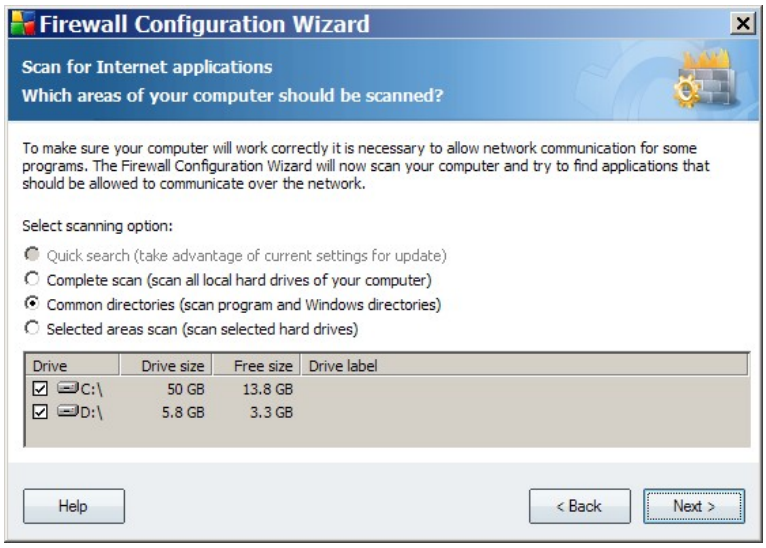
The following steps will set up the AVG Firewall configuration from scratch. This is best done when the computer is <u>not</u> connected to a network of any kind. The network adapters need to be enabled on the Windows Network Connections screen, but any actual network connections need to be prevented by unplugging an Ethernet cable or turning off a wireless adapter's radio.


Firewall Configuration Wizard
Existing configuration
Firewall configuration already exists
The settings already exist. Do you want to update current configuration or create new settings to completely replace your current configuration?
Update current settings
Create a new configuration
Help
Next >

Make sure **"Create a new configuration"** is checked and click **Next**

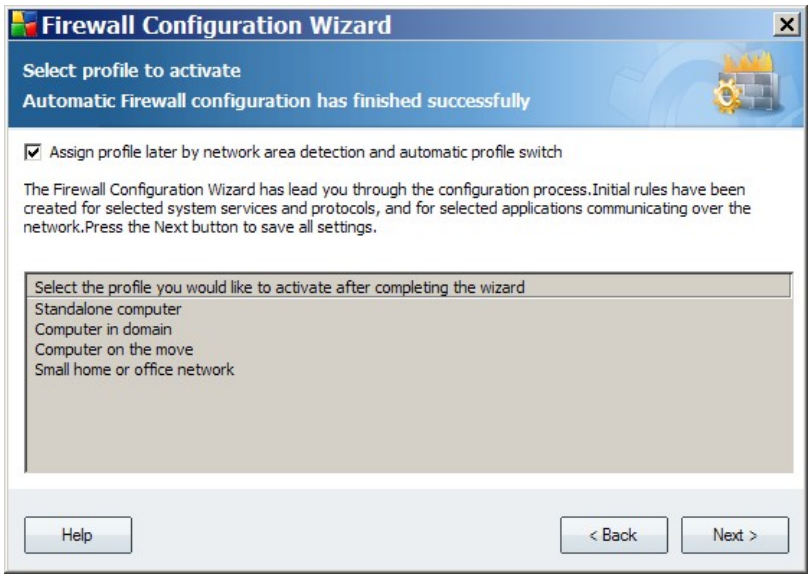

Firewall Configuration Wizard
Network connection options
How is your computer connected to the Internet?
For maximum security, without disturbing the current network services that you access, it is necessary to select ALL connection types that you use to connect to the Internet.
Available profiles
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Help
Next >

As a computer can be used with a variety of different connections to the Internet make sure that all four options are checked. Click **Next**.


Firewall Configuration Wizard
Scan for Internet applications
Which areas of your computer should be scanned?
To make sure your computer will work correctly it is necessary to allow network communication for some programs. The Firewall Configuration Wizard will now scan your computer and try to find applications that should be allowed to communicate over the network.
Select scanning option:
Quick search (take advantage of current settings for update)
Complete scan (scan all local hard drives of your computer)
Common directories (scan program and Windows directories)
Selected areas scan (scan selected hard drives)
Drive
Drive size
Free size
Drive label
C:\ 50 GB 13.8 GB
D:\ 5.8 GB 3.3 GB
Help
< Back
Next >

Let the wizard do a scan of common directories to "find" known applications which will want to connect to the Internet. This is a fully automatic process.

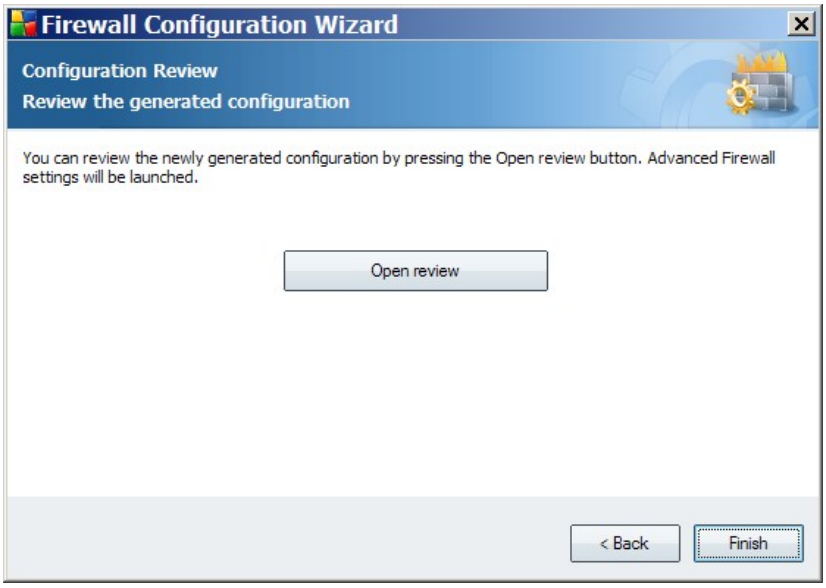
Click **Next** and let the scan complete.


Firewall Configuration Wizard
Select profile to activate
Automatic Firewall configuration has finished successfully
Assign profile later by network area detection and automatic profile switch
The Firewall Configuration Wizard has lead you through the configuration process.Initial rules have been created for selected system services and protocols, and for selected applications communicating over the network.Press the Next button to save all settings.
Select the profile you would like to activate after completing the wizard
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Help
< Back
Next >

This display controls whether Area Detection and Automatic Profile Switch are turned on.

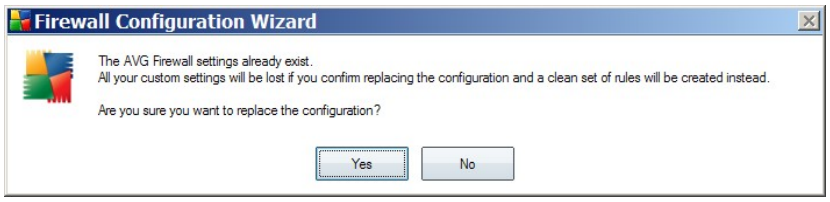
Leave the box checked to enable Area Detection and Automatic Profile Switch.

Click Next.


Firewall Configuration Wizard
Configuration Review
Review the generated configuration
You can review the newly generated configuration by pressing the Open review button. Advanced Firewall settings will be launched.
Open review
< Back
Finish

On the Configuration Review screen, click **Finish.**

You may see a confirmation dialog like this:

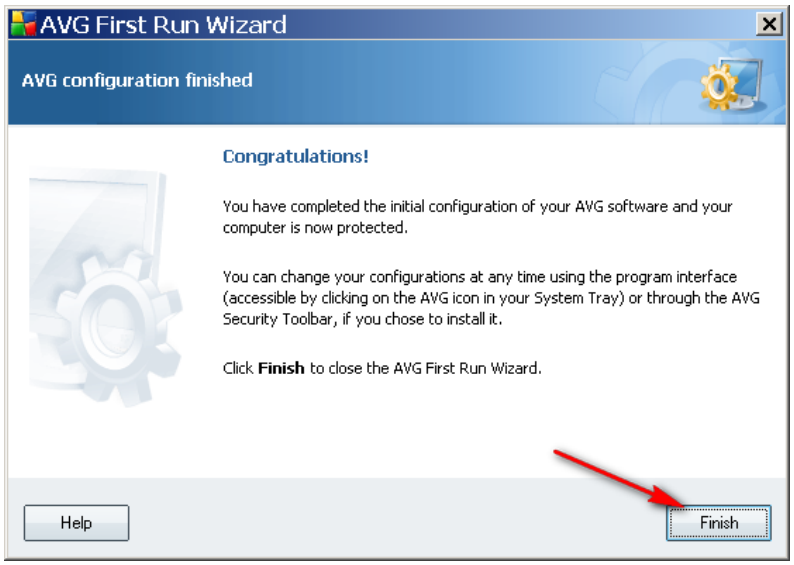

Firewall Configuration Wizard
The AVG Firewall settings already exist.
All your custom settings will be lost if you confirm replacing the configuration and a clean set of rules will be created instead.
Are you sure you want to replace the configuration?
Yes
No

If so, click **Yes.**

You may also see this dialog:

If so, Click **OK.**

If you are completing the AVG First Run wizard, you will see this screen:


AVG First Run Wizard
AVG configuration finished
Congratulations!
You have completed the initial configuration of your AVG software and your computer is now protected.
You can change your configurations at any time using the program interface (accessible by clicking on the AVG icon in your System Tray) or through the AVG Security Toolbar, if you chose to install it.
Click Finish to close the AVG First Run Wizard.
Help
Finish

If so, click **Finish**.

You may also see this screen:

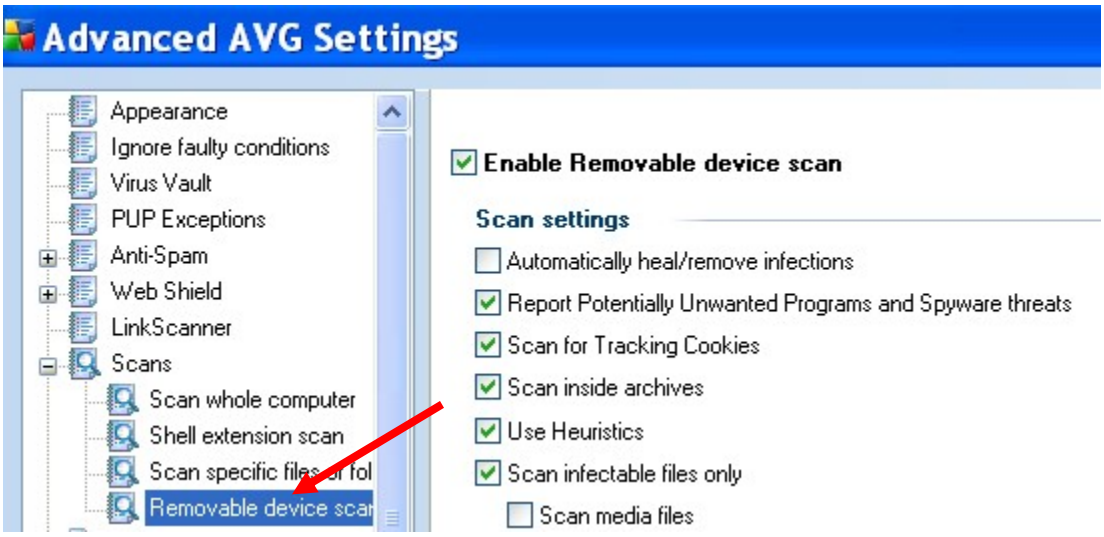
AVG First Run Wizard
Operating system restart is required to complete configuration.
Would you like to restart now?
Yes
No

If so, click **Yes**, and wait for the computer to restart.

Next, configure automatic scans to protect your computer from threats that could be installed by removable devices, such as flash drives.

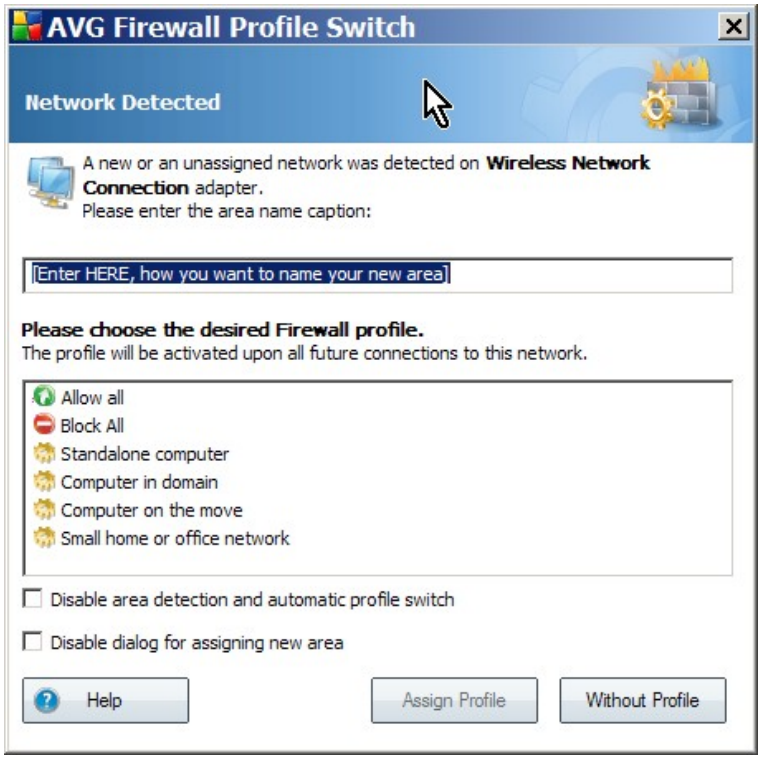
Right-click on the AVG icon in the bottom tray, and then Open AVG User Interface. From this screen click on Tools; then Advanced Settings.

From the Advanced Settings screen shown below, select Scans, Removable device scan, and then click on Enable Removable device scan. Leave the other boxes as defaulted and click on Apply. Note: if one is using a removable device devoted to one computer then this regular scan man not be necessary each time it is inserted. Always do one initial scan however.

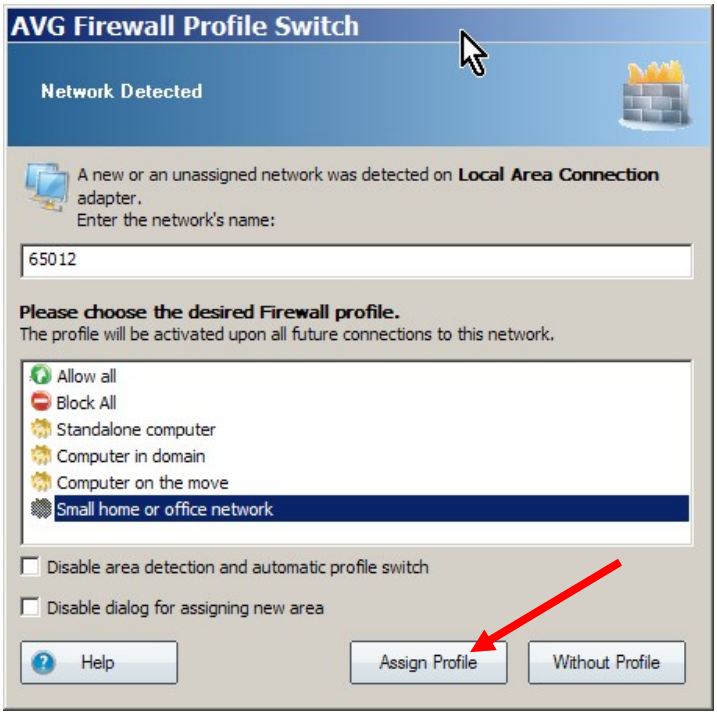



**Now, connect one of the network adapters on the computer to the Internet.**

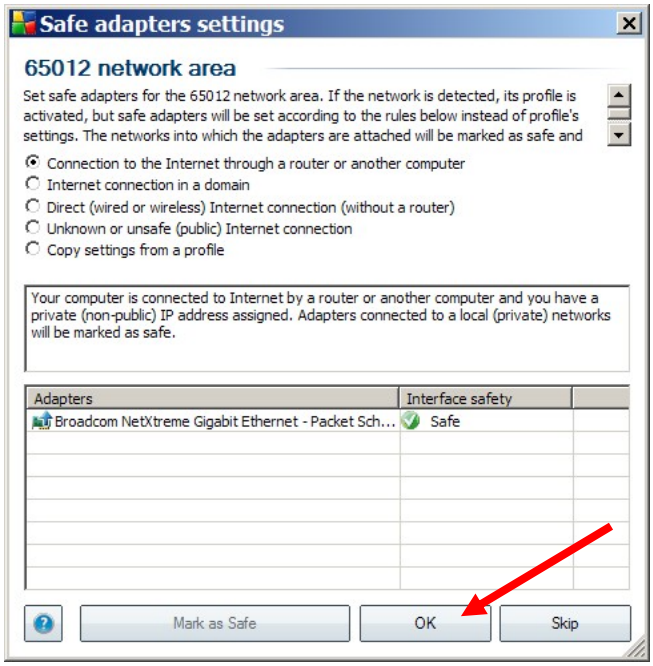
A Network Detected pop-up like this should appear:


AVG Firewall Profile Switch
Network Detected
A new or an unassigned network was detected on Wireless Network Connection adapter.
Please enter the area name caption:
Enter HERE, how you want to name your new area
Please choose the desired Firewall profile.
The profile will be activated upon all future connections to this network.
Allow all
Block All
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Disable area detection and automatic profile switch
Disable dialog for assigning new area
Help
Assign Profile
Without Profile

Enter a name by which you will know the newly-detected area and select the appropriate firewall profile for the area; then click **Assign Profile.**


AVG Firewall Profile Switch
Network Detected
A new or an unassigned network was detected on Local Area Connection adapter.
Enter the network's name:
65012
Please choose the desired Firewall profile.
The profile will be activated upon all future connections to this network.
Allow all
Block All
Standalone computer
Computer in domain
Computer on the move
Small home or office network
Disable area detection and automatic profile switch
Disable dialog for assigning new area
Help
Assign Profile
Without Profile

If you assigned the "Small home or office network" profile, the Safe adapters settings screen will be displayed. Select the radio button that describes how the computer connects to the Internet through this adapter when connected to this area.


Safe adapters settings
65012 network area
Set safe adapters for the 65012 network area. If the network is detected, its profile is activated, but safe adapters will be set according to the rules below instead of profile's settings. The networks into which the adapters are attached will be marked as safe and
Connection to the Internet through a router or another computer
Internet connection in a domain
Direct (wired or wireless) Internet connection (without a router)
Unknown or unsafe (public) Internet connection
Copy settings from a profile
Your computer is connected to Internet by a router or another computer and you have a private (non-public) IP address assigned. Adapters connected to a local (private) networks will be marked as safe.
Adapters
Interface safety
Broadcom NetXtreme Gigabit Ethernet - Packet Sch...
Safe
Mark as Safe
OK
Skip

Click **OK.**

## Continue here if you are returning from configuring the Firewall for network use.

Now you will intermittently get dialogs asking whether it is OK for some program to access the Internet, as in this screen:

AVG Firewall Asks for Confirmation
An application is trying to access the Internet
Application 'AOL Connectivity Service' is trying to establish TCP connection
with remote IP address 68.87.85.98 : 53
Do you want to allow this communication?
Allow for all
Allow for safe
Block
Help
Save my answer as a permanent rule, and do not ask me next time.
Show details

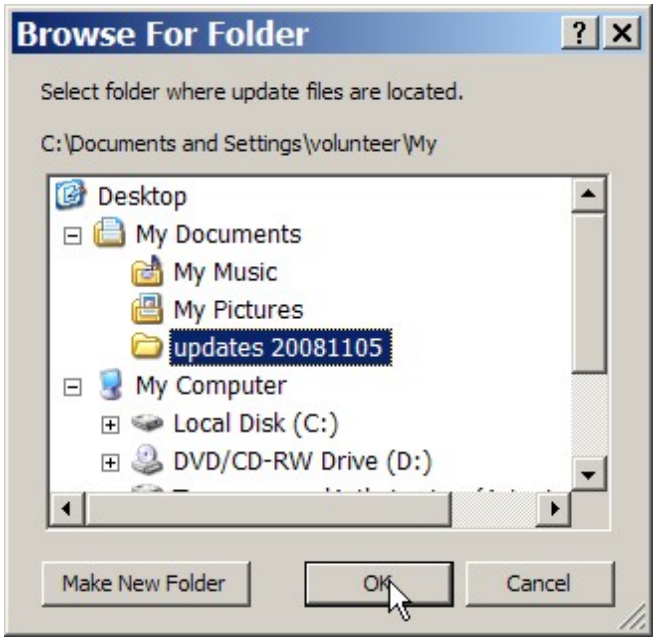
If the program is one that you recognize, you can click the **Save my answer as a permanent rule and do not ask me next time** checkbox, then click **Allow for all.**
If you do not recognize the program, you can click on **Block** and see what happens next. If it keeps asking but all is working well, you may want to check the **Save my answer…** box and click **Block.**

You can complete the installation and setup of AVG in either of two ways: **online** (recommended) or **offline**.

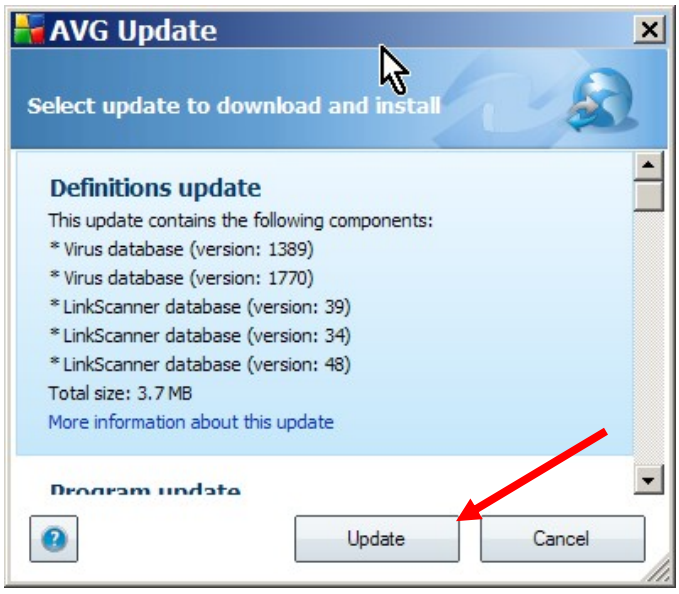
**Online Update Method:** With the computer connected to the Internet, on the AVG User Interface screen, click on **Update Now.** Skip the offline method steps; go to the next page.

**Offline Update Method:** This method applies program and virus definition updates that have been previously downloaded from www.avg.com/updates to a folder on a CD or flash drive. On the AVG User Interface screen, on the **Tools** menu, select **Update from directory…**

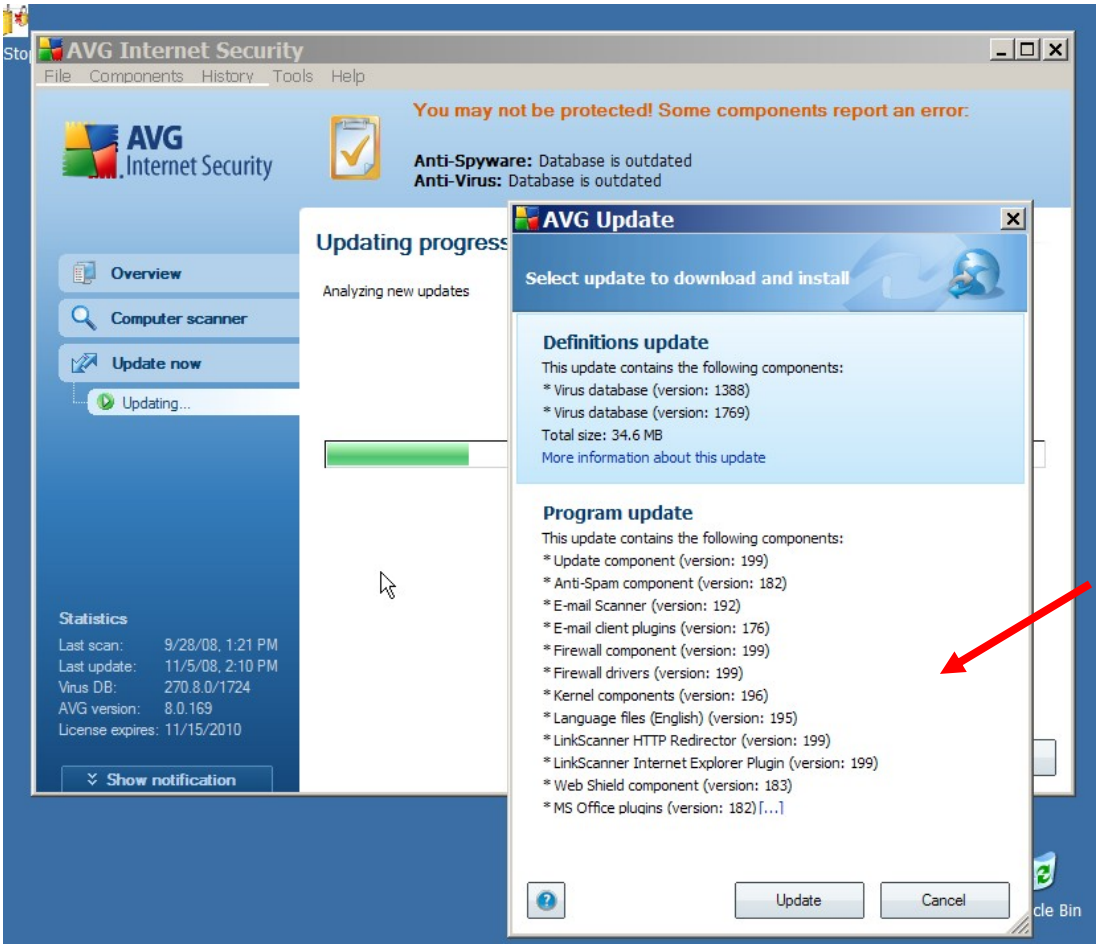
Browse for and select the folder that contains the downloaded updates and click **OK**.



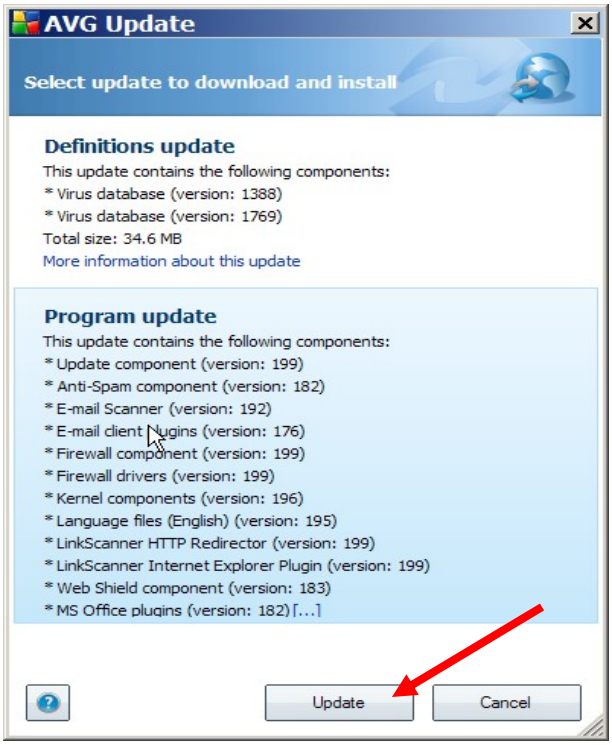

Using either the online or offline update method, you may now see a screen like this one:


AVG Update
Select update to download and install
Definitions update
This update contains the following components:
* Virus database (version: 1389)
* Virus database (version: 1770)
* LinkScanner database (version: 39)
* LinkScanner database (version: 34)
* LinkScanner database (version: 48)
Total size: 3.7 MB
More information about this update
Update
Cancel

Note that there may be a vertical scroll bar on this window. If there is, drag the corner of the window and make the window taller so that you can see the hidden additional optional update:


AVG Internet Security
File Components History Tools Help
You may not be protected! Some components report an error.
Anti-Spyware: Database is outdated
Anti-Virus: Database is outdated
AVG Internet Security
Overview
Computer scanner
Update now
Updating...
Updating progress
Analyzing new updates
Statistics
Last scan: 9/28/08, 1:21 PM
Last update: 11/5/08, 2:10 PM
Virus DB: 270.8.0/1724
AVG version: 8.0.169
License expires: 11/15/2010
Show notification
AVG Update
Select update to download and install
Definitions update
This update contains the following components:
* Virus database (version: 1388)
* Virus database (version: 1769)
Total size: 34.6 MB
More information about this update
Program update
This update contains the following components:
* Update component (version: 199)
* Anti-Spam component (version: 182)
* E-mail Scanner (version: 192)
* E-mail client plugins (version: 176)
* Firewall component (version: 199)
* Firewall drivers (version: 199)
* Kernel components (version: 196)
* Language files (English) (version: 195)
* LinkScanner HTTP Redirector (version: 199)
* LinkScanner Internet Explorer Plugin (version: 199)
* Web Shield component (version: 183)
* MS Office plugins (version: 182) [...]
Update
Cancel

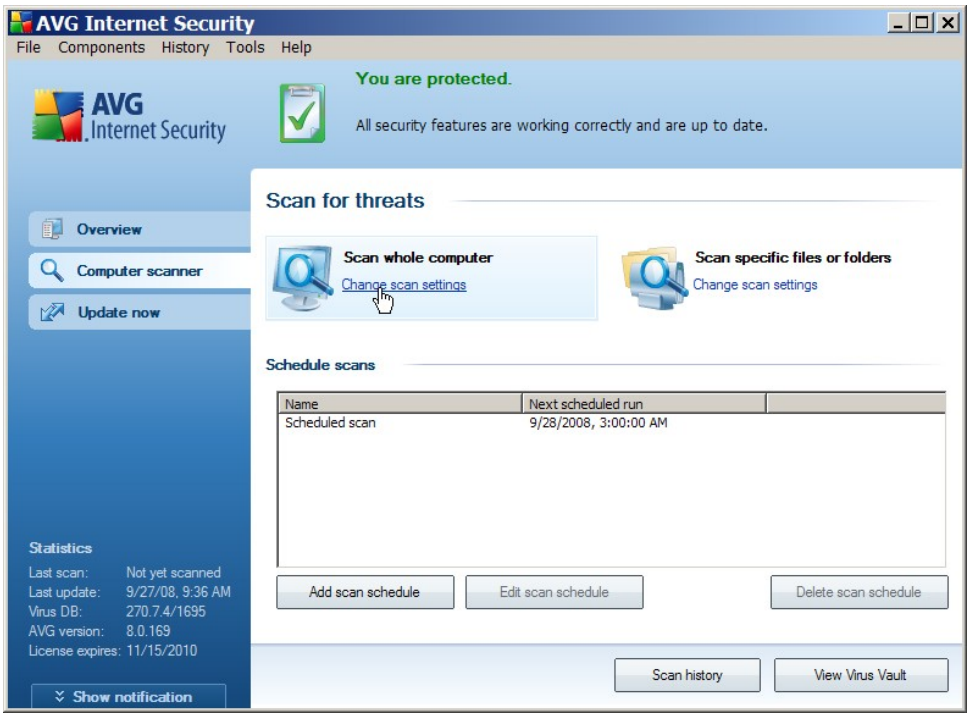
In the case shown above, there is a definitions only update available, as well as a program update that includes the definitions update. Click on the white "Program Update" area to select it. The Program update area will turn from white to blue:


AVG Update
Select update to download and install
Definitions update
This update contains the following components:
* Virus database (version: 1388)
* Virus database (version: 1769)
Total size: 34.6 MB
More information about this update
Program update
This update contains the following components:
* Update component (version: 199)
* Anti-Spam component (version: 182)
* E-mail Scanner (version: 192)
* E-mail client plugins (version: 176)
* Firewall component (version: 199)
* Firewall drivers (version: 199)
* Kernel components (version: 196)
* Language files (English) (version: 195)
* LinkScanner HTTP Redirector (version: 199)
* LinkScanner Internet Explorer Plugin (version: 199)
* Web Shield component (version: 183)
* MS Office plugins (version: 182) [...]
Update
Cancel

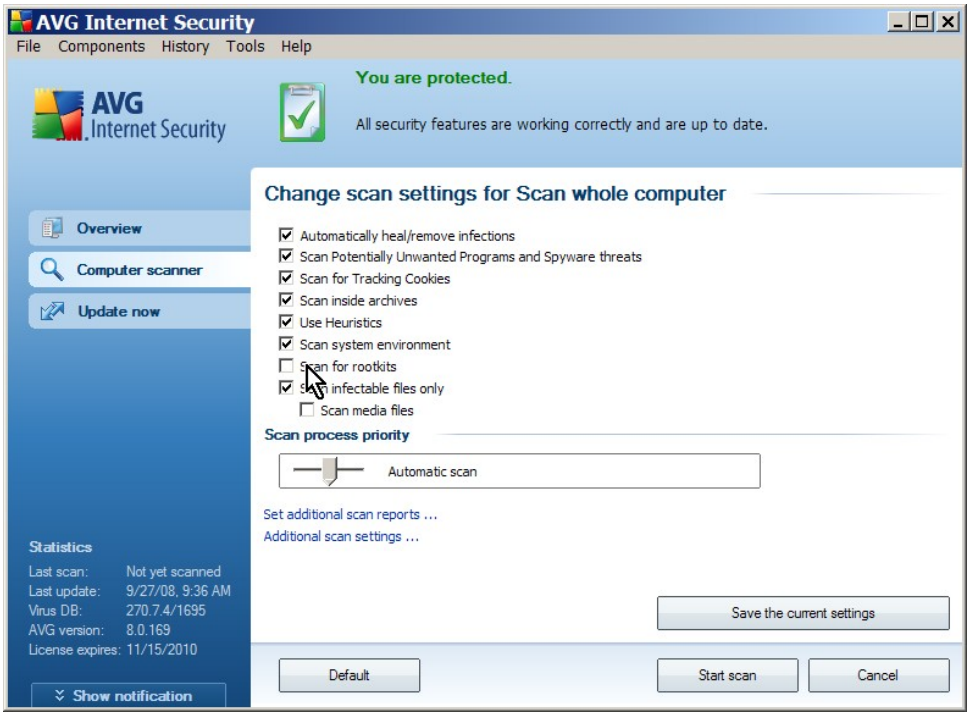
Then click **Update.** When the update completes, you may be asked to restart the computer.

After the restart, if requested, you should see this screen, with You are protected in green:

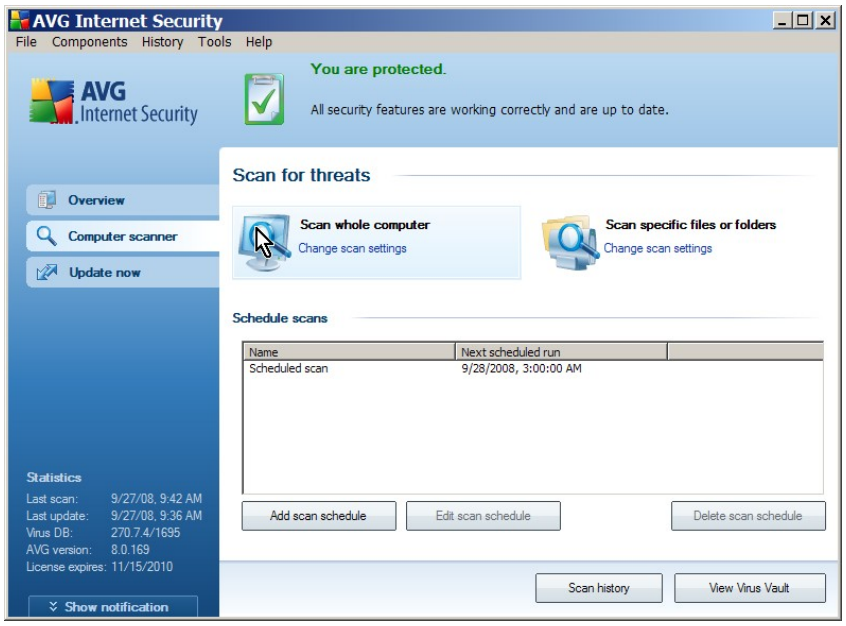
Now click on the **Computer scanner** tab:




Click on **Change scan settings.**




Check the box for **Scan for rootkits;** then click **Save the current settings.**




Then click **Scan whole computer.** It will take a good while, perhaps an hour or so. At the end, it will tell you whether it found anything bad and what it did with the offending code, and you will click **OK**.

When you are finished, your display should look pretty much like this: